Narberth
Dental Health Practice

Bank House, 6 St James Street,
Narberth, SA67 7DB
01646 690580
patients@healthysmile.org.uk

Patient Information Leaflet

Thank you for expressing interest in registering with our dental practice. Narberth Dental Health Practice, t/a Herbrandston Dental Health Practice Ltd has been taking care of patients from all over Wales since April 2004.

The Manager, Owner and Principal Dental Surgeon of the Practice is Dr Mark Boulcott BDS MFGDP DGDP RCS (UK), a member of the Association of Dental Implantology.

Please do feel free to find out more about us on our detailed website:
www.healthysmile.org.uk

Summary of the Statement of Purpose

Offering a Full Private only treatment list, including dental implants, oral surgery, treatments under IV sedation and orthodontics. Includes Emergency service for registered patients only unless agreed in advance.

Opening hours: Monday - Friday 0900 - 1730

Arrangements for urgent or out of hours care: Telephone message and email facilities.

Dealing with patients who are violent or abusive to staff – The Practice operates a zero tolerance policy

Dealing with complaints – Ask a member of staff for full complaints reporting, notice's placed in practice or visit : healthysmile.org.uk/contact-us/complaints/

STAFF DETAILS

Name	Position	Relevant qualifications / experience
Dr Mark Boulcott	Principle Dental Surgeon	BDS Glasgow 1986, MFGDP, RCS (UK), GDC 61044
Dr Somini Chandy	Associate Dental Surgeon	BDS Mysore 1989, FDS, MMSc, GDC 101444
Dr David Richards	Associate Dental Surgeon	BDS (Manc), MFDS RCS (ED), PG Cert (Ortho) PG Cert (implant), GDC 151779
Dr Goce Gigovski	Associate Dental Surgeon	Ss Cyril and Methodius, Skopje, DMD, 3234 GDC 287673
Liam Boulcott	Practice Manager	GDC 268003

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Catherine Jones		
Mary Lowe	Dental Nurse	GDC 311722
Tina Boulcott	Dental Nurse	GDC 180385
Alex Schofield	Dental Nurse	
Catherine Jones	Trainee Dental Nurse	
Laura Thornley	Receptionist	
Emma Martin	Decon	
Estelle Rands	House Keeping	

PATIENTS VIEWS

Patient views are gathered through online survey and feedback forms. Additional comments are left in visitor books as well as surveys within the practice.

DEVELOPMENT AND TRAINING

Routine training days including CPD and further development are booked and attended regularly by all staff to ensure your safety, comfort, best practice and regulatory compliance. This includes scope for further training based on 6 monthly staff appraisals.

ARRANGEMENTS FOR ACCESS TO THE PRACTICE

Wheelchair access is available with generally adequate parking suitable for all visitors. There is always a surgery available that has a no step access. We have disabled and unisex toileting arrangements on the ground floor.

PATIENT RIGHTS AND RESPONSIBILITIES

Each **patient** has the **responsibility** to: Abide by Practice rules and policies, as informed by Practice.

Be respectful of practice personnel, other **patients**, and clinic property. Please ensure appropriate arrangements for the care of your small children or dependent adults is available during your **dental** appointments as treatments may otherwise have to stop.

Patients are required to give a minimum of 24 hours' (working week) notice to cancel appointments otherwise the practice reserves the rights to raise a charge for lost time. This is currently £45 per 30 minutes lost or pro rata thereof.

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ACCESS TO PATIENT INFORMATION

Staff are given access to patient notes on a need to know basis for clinical reasons only.
Patients are allowed to request a copy of their clinical records. This would be processed within 30 day/1 month.

Price Guide

Our prices are based on the time spent, cost of the materials, cost of business as well as the complexity of treatment. As a result, it is not always possible to give a definite price list for treatment within a given list. A price guide is included for reference.

Each patient will be given a quotation for work before the start of treatment. Only if there are any unexpected problems during treatment will there be any deviation in the quoted price. This will always be discussed with you before proceeding with treatment.

The following list (as of April 2026) is a guide to our prices:

Treatment	Prices From:
Dental Examination (14 years+)	£60
Dental Examination (10 - 13years)	£45
Dental Examination (Under 10)	£37
X-rays (Standard)	£18 Each
Scanning X-ray OPT	£72
Scale and Polish (Standard)	£90
Routine Tooth Removal	From £130
Dental Implants (Single standard restored)	£2450
Full Dentures (Upper and Lower)	£1650
Root Canal Treatments	From £485
Restoring Damaged or Decayed Teeth (fillings) *Quotation given by dentist based on complexity, size and material.	From £90*
Tooth Whitening Dependant on which technique chosen	£299 - £700
Treatment under Intravenous Sedation	£350
Orthodontics	Range £850 - £5000

Terms of Payment

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The practice works on a pay as you go system: you only ever pay for the treatment you receive. This also means that all payment is due on the day of its completion.

With larger items of treatment, we are always happy to help negotiate payment over a length of time prior to completion, with the final balance required on your final appointment.

Please also be aware that as of 201, with the discontinuation of the cheque guarantee card, we no longer accept cheques as a valid form of payment, unless previously discussed with a member of the Dental Team.

Additionally, any delay of payment without reasonable justification may incur an interest penalty on the outstanding balance at the practice's discretion.

In the absence of prior written agreement to the contrary, payment of our charges is required on receipt of our invoice: the day of treatment.

Failure to make payment within 28 days of the due date may result in the matter being referred to P&J CDS our debt collection agents whose charges will be added to and payable with the invoice debt

Complaints

In this practice we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our services. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about service to be handled. We learn from every mistake that we make, and we respond to patient's concerns in a caring and sensitive way.

Information on how patients can complain is displayed within the practice reception, a copy is on our website with patients able to also ask any member of staff for a copy of our complaints' procedure policy. A written complaint me be sent by email to patients@healthysmile.org.uk

In the unlikely event that we are unable to resolve your complaint, Our Regulator is:

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Email hiw@gov.wales Telephone 0300 062 8163

All patients may contact the Principal Dental Surgeon on the practice email address with any question, or concerns, they might have by any proposed treatment plan. Dentists within this practice work autonomously on a self-employed basis with the Principal dentist acting to facilitate communication, understanding on an independent third party basis to ensure all patients are treated in line with our stated aims.

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We welcome you to our practice.

Dr Mark Boulcott (Principal Dental Surgeon).